

PART I - THE SCHEDULE

SECTION C – STATEMENT OF WORK

Amendment 001
Revision: April 21, 2006

Section C – Statement of Work

Management and Technical Support Strategic Petroleum Reserve Project Management Office

The following format has been used for this statement of work:

- I. Introduction/Background
- II. Scope
- III. Applicable Documents
- IV. Work Areas/Performance Requirements
- V. Notes/guidance
- VI. Glossary

I. Introduction/Background

This contract is in support of the Strategic Petroleum Reserve Project Management Office (SPRPMO) located in New Orleans, Louisiana. The SPRPMO is responsible for the storage, drawdown, and distribution of crude oil in the event of an emergency. In support of this mission, the SPRPMO executes project management directives and program planning documents governing the planning, design, construction, operation, and maintenance of oil handling, storage, and distribution facilities.

The primary mission of the SPR is to maintain a state of readiness to respond to the President of the United States should he order the use of the SPR to mitigate the effects of an oil supply emergency. We are also prepared to store royalty-in-kind oil diverted to the SPR in order to maintain our oil supply. The SPR stores substantial quantities of crude oil in an environmentally safe manner inside of salt domes along the Louisiana-Texas Gulf Coast.

The Technical and Management Support Services contractor provides financial and management analysis; budget formulation and execution support; project reports, cost and schedule controls; integration of appraisal and audit information; analysis of scheduling and documentation and analysis of configuration management systems; integration and documentation of security and emergency program procedures; mail and word processing; reproduction; graphics; analysis and integration of special studies; and IT implementation of SPR Data Systems.

II. Scope

A. Types of Work

The contractor must perform management and technical work in support of the following work areas:

1. Financial Management
2. Project Controls and Reports
3. Business Management
4. Technical Management
5. Administrative Support
6. Reports/Deliverables
7. Cost Effectiveness
8. Security Support and Emergency Management

B. Resources

The contractor must provide all of the personnel resources required to perform the work under this contract. The contractor must manage all aspects of contract performance to ensure satisfactory completion of the technical and business requirements.

The Government will provide all other resources, for example, office space, office equipment, etc. similar to that provided to SPRPMO government employees in comparable positions.

C. Location of Performance

The primary place of performance for the work under this contract shall be at the SPRPMO offices located in New Orleans, Louisiana. Occasional travel to the SPR sites located in Louisiana and Texas, and other locations in the continental U.S. may be required.

D. Work Hours

The contractor's employees engaged in work under this contract must perform their work within the normal SPRPMO work hours, 7:30 a.m. to 4:30 p.m. on Mondays through Fridays. The SPRPMO currently allows for

an Alternate Work Schedule (AWS) attendance structure. Employees may elect to work eight 9-hour days and one 8-hour day for their 80-hour work period during a two week period. The 2nd Friday of each pay period is a day off for the employees who elect to follow this schedule. Some employees elect to work a normal schedule of ten 8-hour days. The contractor's employees will be allowed to participate in this program. However the contractor will be required to provide coverage for word processing and mail-room functions on the 2nd Friday to support those SPR employees who do not chose to select AWS. There will be occasions that require the contractor employees to work overtime in order to meet schedules.

III. Applicable Documents

Required documents related to this Statement of Work are identified in Section J of the RFP.

IV. Work Areas/Performance Requirements

Performance Requirements in this contract are expressed in the following manner:

Each performance requirement will contain the following three elements. In each case, when taken together, these elements constitute a performance requirement.

- Performance Objective - A statement of the outcome or results expected in a specific task area. (These objectives will be identified in the basic contract for each task area.)
- Performance Measures – The critical few characteristics or aspects of achieving the objective that will be monitored by the Government, those things that the Government will be gathering data about. Each objective may have one or more measures. Some performance requirements (objectives, measures and expectations) are completely identified in this statement of work. In other cases, the measures and expectations will be dependent on the actual task issued by the Contracting Officer. In those cases, the basic contract will identify a list of measures from which the Contracting Officer will select one or more measures for the specific tasks that are issued.)
- Performance Expectations – The targeted level or range of levels of performance for each performance measure. As with performance measures, the expectations may be found in the basic contract or the COR will identify the expectations for each measure and incorporate them into the specific task.

A. Work Area – Financial Management

Performance Objective No. IV.A.1 – The contractor must support the SPRPMO line and staff organizations in the preparation of the annual short and long-range budget request. In that effort, the contractor must:

- Provide complete documentation in support of:
 - Budget formulation process
 - Budget execution process
 - Budget presentation process
 - Budget reporting process
 - Travel Processing, Reporting and Management of Travel System

Performance Measures

Performance Expectations

a) Quality/Accuracy

Budget documentation (format and content) prepared in accordance with SPRPMO Budget Formulation Procedure, dated September 1997, also in accordance with Program Office and DOE Guidance.

b) Timeliness

Documentation prepared to support prescribed budget development and submission schedules.

Performance Objective No. IV.A.2 – The contractor must monitor the budget status from its submission to its implementation and execution to ensure successful completion of the process. The contractor is expected to assist the SPRPMO in becoming more proactive, and less reactive, in executing the budget process.

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction from COR

b) Timeliness

In accordance with schedule established by COR

Performance Objective No. IV.A.3 – The contractor must assist in development of the following documentation to enable PMO line and staff organizations to prepare, execute and track the SPRPMO budget:

- Budget formulation and execution guidance to the Management and Operating (M&O) contractor
- Planning documentation
- Annual budget execution documentation
- Annual operating plan documentation
- Budget status documentation
- Performance plan and report
- Special projects/reports

Performance Measures

Performance Expectations

- | | |
|---------------------|---|
| a) Quality/Accuracy | In accordance with SPRPMO Budget Formulation Procedures, dated September 1997 |
| b) Timeliness | In accordance with SPRPMO milestones for process |

Performance Objective No. IV.A.4 – The contractor must provide input to enable SPRPMO response to inquiries pertaining to the budget from:

- Government Accounting Office (GAO)
- Other DOE organizations or offices
- Congressional Committees
- Office of Management and Budget (OMB)
- Inspector General (IG)
- Program Office

Performance Measures

Performance Expectations

- | | |
|---------------------|---|
| a) Quality/Accuracy | In accordance with SPRPMO procedures. Budget documentation (format and content) prepared in accordance with SPRPMO Budget Formulation Procedure, dated September 1997 |
| b) Timeliness | In accordance with SPRPMO directed due dates. Documentation prepared to support work deliverable |

Performance Objective No. IV.A.5 – The contractor must support the following systems and databases.

- Financial Management Information Systems for SPRPMO including STARS, BEARS, and IDW.
- Databases for:
 - Budget formulation
 - Budget execution
 - Accounting system
 - Travel Management

This support may include:

- Providing input.
- Generating customized reports using information from the systems/databases (STARS, BEARS, and IDW).
- Performing analyses.
- Developing system and process improvement recommendations.
- Developing daily, monthly and fiscal year-end accounting detail supporting the accounting closeout cycle from the STARS system.
- Providing systems assistance, accounting programming and query-writing, as needed from STARS , BEARS, and IDW.

Performance Measures

Performance Expectations

- | | |
|---------------------|--|
| a) Quality/Accuracy | In accordance with SPRPMO process and direction provided from COR |
| b) Timeliness | In accordance with milestones in process and schedule established by COR |

Performance Objective No. IV.A.6 – The contractor must provide support to SPRPMO by coordinating the budget and cost process reengineering efforts as well as the performance management efforts on an SPR-wide basis. This support includes the following:

- Enumerating and defining SPRPMO business processes
- Mapping DOE SPR (including SSC) processes to corresponding M&O contractor processes
- Developing re-engineered DOE budget and accounting processes

- Developing standard definitions and processes for development of budget formulation data
- Supporting SPRPMO's performance-based management program and performance-based budgeting
- Reviewing and planning integration of processes for development of budget formulation and execution data
- Supporting process identification, linking and integration of process information systems
- Supporting the SPR Planning processes and special projects

Performance Measures

Performance Expectations

- | | |
|---------------------|---|
| a) Quality/Accuracy | Budget documentation (format and content) prepared in accordance with SPRPMO Budget Formulation Procedure, dated September 1997 |
| b) Timeliness | Documentation prepared to support prescribed budget development and submission schedule |

Performance Objective No. IV.A.7 - The contractor must provide a travel processing function, including the following:

- Process all documents relating to official travel of the DOE employees at the SPRPMO.
- Review travel authorization forms for Completeness, Accuracy, and Compliance with travel regulations
- Enter data into the Departmental Standard Accounting and Reporting System (STARS) to establish records and verify funds availability
- Assist with the implementation of the new web-based Travel Manager System (GOVTRIP)
- Monitor and manage the new web-based Travel Manager System (GOVTRIP)
- Review TVs for completeness, accuracy, and compliance with travel regulations
- Prepare recurring and ad-hoc travel-related reports,
- Meet any new travel related issues as requirements arise

Performance Measures**Performance Expectations**

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

Performance Objective No. IV.A.8 – The contractor must prepare a comprehensive year-end executive report analyzing the financial performance of the SPR Project Office for the previous fiscal year.

Performance Measures**Performance Expectations**

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR.

b) Timeliness

Completed on or before November 15 of each year.

B. Work Area – Project Controls and Reports

Performance Objective No. IV.B.1 - The contractor must assist in the maintenance of all of the SPRPMO Project Control System (PCS) procedures and documents, for example:

- Work Breakdown Structure (WBS)
- Organization Breakdown Structure

Performance Measures**Performance Expectations**

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

Performance Objective No. IV.B.2 - The contractor must assist in the integration of Program/Project status data, in a format as specified by DOE, into specified outputs and updates as required.

Performance Measures

Performance Expectations

- | | |
|---------------|---|
| a) Quality | In accordance with SPRPMO process and direction provided from COR |
| b) Timeliness | In accordance with schedule established by COR |

Performance Objective No. IV.B.3 - The contractor must provide the capability to publish, maintain, control and distribute the Quarterly Program Review Report with all associated charts, graphs, other presentation materials, and support for related briefings.

Performance Measures

Performance Expectations

- | | |
|---------------|---|
| a) Quality | In accordance with SPRPMO process and direction provided from COR |
| b) Timeliness | In accordance with schedule established by COR |

Performance Objective No. IV.B.4 - The contractor must provide documentation production services, e.g., writing, editing, word processing, and illustration support for the generation of periodic and special reports, and assist the SPR staff in the preparation of periodic reports in both hardcopy and electronic media.

Performance Measures

Performance Expectations

- | | |
|---------------------|---|
| a) Quality/Accuracy | In accordance with SPRPMO process and direction provided from COR with subject clearly stated and presented |
| b) Timeliness | In accordance with schedule established by COR |

Performance Objective No. IV.B.5 - The contractor must provide analysis of M&O contractor cost and performance reports on a monthly basis to ensure reporting of accrued cost and labor on a timely basis. All reports and analyses must be provided and/or available in electronic format and in hard copy versions as required. The contractor must ensure prompt electronic availability of all reports and analyses to DOE.

Performance Measures

Performance Expectations

- | | |
|---------------------|---|
| a) Quality/Accuracy | In accordance with SPRPMO process and direction provided from COR |
| b) Timeliness | In accordance with schedules established by COR |

C. Work Area - Business Management

1. Sub-Work Area - Audit Information Systems

Performance Objective No. IV.C.1.a - The contractor must review and analyze existing SPRPMO audit activities, including the following:

- GAO Audit
- DOE OIG Audits
- OMB Circulars
- FMFIA/Assurance Memorandum

Performance Objective No. IV.C.1.b – The contractor must provide the following audit liaison and follow-up support:

- Develop and maintain intranet pages, objects, and links (internal and external) to facilitate SPRPMO audit information system.
- Assist in the identification and creation of branches, and sub-branches within PCentra and Sharepoint to support the filing and retrieval of information on audits and the filing of materials documenting the audit cycle
- Assist the development of summaries of GAO and DOE audits and audit concerns that might have relevance to the SPRPMO operations.

- Assist in the development of ad-hoc reports requested by SPRPMO's Office of Internal Control and Financial Review.
- Provide support to the DOE Web authors for the design, development, and maintenance of the SPRPMO Web Pages.
- Develop systems requirements and an implementation plan for audit information systems, including those related to the following:
 - Audit liaison and coordination
 - Management control activities
 - Functional appraisals

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

2. Sub-Work Area – On-Site Management Appraisal

Performance Objective No. IV.C.2.a - The contractor must support the SPRPMO On-Site Management Appraisal Process, including the following:

- Prepare and maintain a Site Appraisal Plan, and establish an annual schedule for On-Site management appraisals at each SPR site:
- Prepare and assist in conducting the appraisals, including all activities from initial planning through preparation of the final appraisal report and entering findings into the Assessment Tracking System (ATS).
- ATS Administrator for SPRPMO's, including assisting with the closure of the On-Site appraisal findings in ATS, for each On-Site management appraisal conducted. Status to be reported monthly to DOE.

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

3. **Sub-Work Area - Security Support and Emergency Management**

Performance Objective No. IV.C.3.a - The contractor must assist SPRPMO in security and emergency management related documentation reviews and make recommendations as required.

<u>Performance Measures</u>	<u>Performance Expectations</u>
a) Quality/Accuracy	In accordance with SPRPMO processes and direction provided from COR
b) Timeliness	In accordance with schedule established by COR

Performance Objective No. IV.C.3.b - The contractor must assist SPRPMO in security and emergency management related documentation reviews and make written recommendations and reports including:

- Security survey/audit reports
- Protection program plans
- Vulnerability assessments
- Security reviews, assessments, and evaluations
- Technical Assessments
- Security and Emergency Operations Division Plans
- Continuity of Operations Assessment and Reports
- Field Training Exercises

<u>Performance Measures</u>	<u>Performance Expectations</u>
a) Quality/Accuracy	In accordance with SPRPMO process and direction provided from COR
b) Timeliness	In accordance with schedule established by COR

Performance Objective No. IV.C.3.c - The contractor must review security system designs, milestones and inspections to provide support in monitoring performance under security construction contracts.

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

Performance Objective No. IV.C.3.d - The contractor must assist in developing a Security Site Appraisal Survey and Inspections Plan, and support the SPRPMO in conducting appraisals and resolving findings through the close-out of the report.

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

4. Sub-Work Area - Procurement Support

Performance Objective No. IV.C.4.a - The contractor must utilize the Procurement and Assistance Data System to perform the following activities:

- Collecting, assembling, and coding procurement data on DOE acquisition actions as required.
- Operating and maintaining the SPRPMO database in the DOE PADS as required.
- Obtains standard and special reports from the PADS database as requested.

Performance Measures**Performance Expectations**

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

Performance Objective No. IV C.4.b – The contractor must gather data from the annual short and long range budget documentation and provide to DOE for use in analyzing and determining current and long range socio-economic goals.

Performance Measures**Performance Expectations**

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

5. **Sub-Work Area – Environmental, Safety, and Health Support**

Performance Objective No. IV.C.5.a - The contractor must assist SPRPMO in environmental, safety, and health-related assessments and documentation reviews and make written recommendations and reports including:

- Environmental, safety and health (ES&H) reports
- ES&H program plans, manuals, and procedures
- ES&H regulatory records and data
- Contractor-generated documents, including those required by Federal, state, or local statute or regulation
- ES&H reviews, assessments, and evaluations

Performance Measures**Performance Expectations**

a) Quality/Accuracy

In accordance with SPRPMO processes and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

D. Work Area - Technical Management

1. Sub-Work Area - Scheduling System Support

Performance Objective No. IV.D.1.a - The contractor must perform the following activities:

- Analyze and report Project Schedule status based on approved Control Milestone Change Requests and in accordance with schedule in SPRPMO Order 210.1, for DOE and other DOE prime contractors, through the following means:
 - Site visits
 - Analysis
 - Contractor's approved and updated schedules
- Assist in the oversight of the management and operating contractor's computerized Project Master Schedule System and networks of significant project elements and activities that provide critical path and slack time identification. This assistance also includes continuously monitoring project schedules and providing recurring reports and analyses of schedules to the SPRPMO.
- Monitor, and where appropriate, support initiation of Control Milestone Change Requests to ensure the continuous updating of schedules.
- Verify integration of various SPRPMO and contractor schedules
- Track actual progress
- Conduct analyses
- Identify problem areas and potential problems
- Report status
- Submit recommended courses of action

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with direction provided by SPRPMO Order 210.1 and COR

b) Timeliness

In accordance with schedule established by SPRPMO Order 210.1 and COR

2. **Sub-Work Area - Configuration Management Support**

The M&O Contractor shall serve as the project integrator for the SPRPMO Configuration Management (CM) Program.

Performance Objective No. IV.D.2.a - The contractor must provide support to DOE in its oversight of the M&O contractor and assist in monitoring DOE and other prime contractors in the project-wide implementation of the SPRPMO CM order. The assistance includes the following:

- Verification that project documentation conforms to applicable CM standards and that the SPRPMO and contractors comply with SPRPMO Manual 410.1-1A.
- Monitoring the baseline configuration to ensure that proposed changes to the system configuration are approved via an approved procedure prior to implementation as stated in SPRPMO Manual 410.1-1A.
- Assisting DOE in making any required revisions or improvements to the SPRPMO CM program.
- Maintain files for Class 1 Changes.

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with direction provided by SPRPMO M 410.1-1A and COR

b) Timeliness

In accordance with schedules established by SPRPMO M 410.1-1A and COR

3. **Sub-Work Area – Information Technology**

Performance Objective No. IV.D.3.a – Support the assessment analysis, administration and monitoring of the SPRPMO data systems. The contractor must:

- Maintain and administer DOE systems such as: Travel Manager and Sharepoint areas
- Monitor STARS/I-Manage implementation
- Analyze SPR needs for enterprise level computing systems
- Support, maintain and update DOE Sharepoint Sites and Areas

- Assist in Change Management and Training as required
- Perform system analysis in office automation and internet tools
- Participate on DOE Business Process Re-Engineering Teams

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

E. Work Area – Administrative Support

1. Sub-Work Area - Mailroom

Performance Objective No. IV.E.1 - The contractor must provide support for electronic action system and mail and reproduction processing. The contractor must:

- Establish and maintain an SPRPMO Central Mail Facility.
- Ensure all incoming, outgoing, and internal mail is processed (including a variety of overnight express mail services).
- Ensure pick-up and delivery services are performed in a timely manner.
- Assist in records disposition.
- Provide reproduction services.

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided by COR

b) Timeliness

In accordance with schedule established by COR.

2. **Sub-Work Area – Word Processing**

Performance Objective No. IV.E.2 - The contractor must establish and maintain a word processing center, including typing and proofreading of various types of correspondence. The contractor must ensure that all material to be typed is:

- Screened
- Logged in
- Processed
- Proofread to provide error-free processed work
- Logged out
- Returned to customer

Performance Measures

Performance Expectations

a) Quality/Accuracy

In accordance with SPRPMO process and direction provided from COR

b) Timeliness

In accordance with schedule established by COR

F. **Work Area - Reports/Deliverables**

Performance Objective No. IV.F.1 - The contractor must prepare and submit reports/deliverables:

1. **Uniform Reporting System Reports**

The following plans and reports must be prepared in accordance the DOE Uniform Reporting System, and in accordance with the delivery requirements identified below:

- a. Cost Plan (DOE Form1332.7)
- b. Labor Plan (DOE Form 1332.4)
- c. Project Status Report
- d. Cost Management Report (DOE Form 1332.9)
- e. Labor Management Report (DOE Form 1332.8)

Delivery Requirements

- Distribution and number of copies will be established by the Contracting Officer Representative or his/her representative in written direction to the contractor.
- Delivery Schedule - All reports specified above must be delivered monthly, by the 15th day of the following month, except as follows:

Written Property Control System	60 days after execution of the definitive contract and updated as required to document changes in the Government-furnished property
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Cost Plan	<ul style="list-style-type: none">- 30 days after contract award- Whenever there is contract change- Annually (60 days prior to beginning of each new DOE fiscal year)
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Labor Plan	Same as cost plan
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G. Work Area – Cost Effectiveness

The Contractor will receive an overall rating on the cost effectiveness of the work performed under this contract.

V. Notes/Guidance

The Government will provide office space, furniture, office machines, and computer equipment to perform the work required on this contract. Government furnished equipment will include but is not limited to the listing provided in the Section J.

VI. Glossary

AWS	Alternate Work Schedule
BCR	Baseline Change Request
BEARS	Budget Execution and Reporting System

CM	Configuration Management
CMCR	Control Milestone Change Request
COR	Contracting Officer's Representative
DARTS	Departmental Audit Report Tracking System
DOE	Department of Energy
FIDDS	Finance Drawdown Sales System
FMFIA	Federal Manager's Financial Integrity Act
FTX	Field Training Exercises
GAO	Government Accountability Office
IAW	In accordance with
IDW	I-Manage Data Warehouse
OIG	Office of Inspector General
OMB	Office of Management and Budget
PADS	Procurement and Assistance Data System
PCS	Project Control System
Reservations	The administrative set aside of funding for a work item. The step prior to formal obligation and legal identification of funds for the specific element of work
RFP	Request for Proposal
SEOP	Security and Emergency Operations Division
SPR	Strategic Petroleum Reserve
SPRPMO	Strategic Petroleum Reserve Project Management Office
STARS	Standard Accounting and Reporting System
SSC	Support Services Contract
TA	Travel Authorization
TV	Travel Voucher